

# Raising a Fault on Enhanced Eco+

Version 1

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# Version Control

Date	Change	Version
July 22	User Guide Published	1

# Overview

## What is KBD?

New Knowledge Based Diagnostics (KBD) is a diagnostic tool for 21C copper and fibre broadband. It uses a combination of BT Wholesale network tests, Openreach Copper Line test/ GEA service test and Service Layer data and brings it all together in one place. It can identify and locate faults, or show the End Customer's service is working if no adverse results are found. The results screen gives additional measures and data to help support the decision-making process for local access and End User environment diagnostics.

## Do I need to run KBD?

Yes, KBD is mandatory and needs to be run within 2 hours prior to raising a fault. The KBD outcome will advise you next course of action. However on certain outcome will not allow you to raise a fault into BT Wholesale. During Fault raising, the System will check for KBD Results and will let you proceed in completing the Fault Reporting Journey. If the System is unable to find the latest KBD Results you will be ask to run KBD.

## Where do I run KBD?

You can run KBD by logging into [www.btwholesale.com](http://www.btwholesale.com) > My apps Tab:

1. To run KBD on 20CN product select 20C Knowledge Based Diagnostics
2. To run KBD on 21CN Copper and Fibre Product select New Knowledge Based Diagnostics.

## Where can I learn more on KBD?

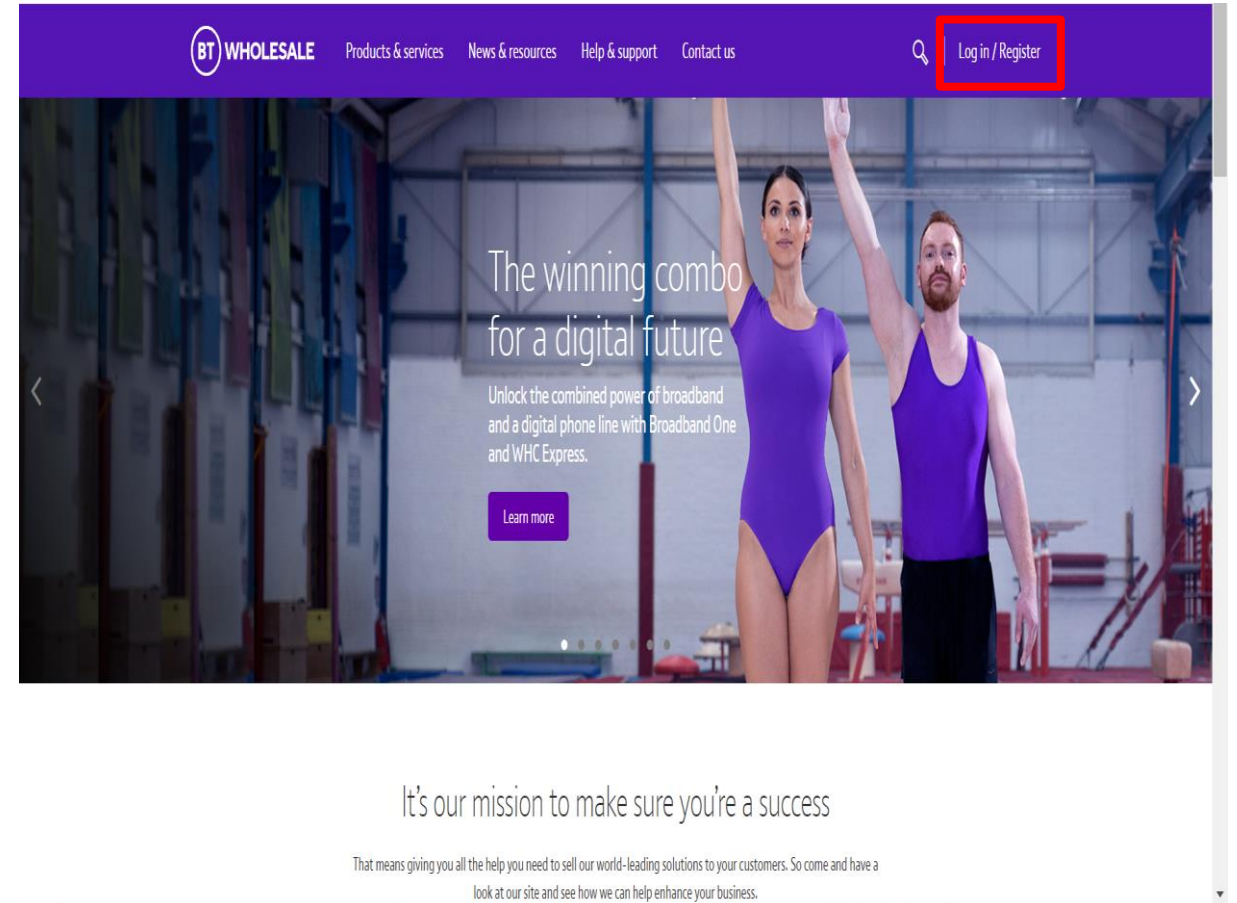
Please login to [www.btwholesale.com](http://www.btwholesale.com) and then click on the link below for all information around KBD.

<https://www.btwholesale.com/pages/static/help-and-support/broadband/faults-diagnostics-repair.htm>

# Logging In

## Step 1: Logging In


- Go to [www.btwholesale.com](http://www.btwholesale.com)
- Click 'Login/register'



# Logging In

## Step 1: Logging In

- Enter your Username and Password.
- Click 'Login'

 | My BT Wholesale

## What is My BT Wholesale?

My BT Wholesale gives you easy access to a wide range of information and services, all in one place.  
Log in to access My Apps, Business Zone, Briefings and much more.

Username\*

Demo

Password\*

.....

Show

By clicking login, you agree to our [terms of use](#) and [privacy policy](#)

Login

[Register for an account](#) | [Can't access your account?](#)

# Accessing the journey

## Step 2: Accessing the journey

Once logged in, you'll be taken to Business zone.

If you aren't taken to Business zone, you'll need to arrange access via your company administrator.

The screenshot displays the 'Business zone overview' dashboard. At the top, there is a navigation menu with tabs for Overview, My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, and My briefings. Below the navigation is a dark header with the text 'Business zone overview' and a search bar labeled 'Enter the reference number'. A 'Help' icon is visible in the top right corner.

The main content area is divided into several sections:

- Order status:** A table showing order counts for various statuses: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), and Completed (35780). A 'Go to Orders' link and a 'Place a new order' button are present.
- Fault status:** A table showing fault counts: In Progress (3742) and Closed (393). It includes a 'Go to Repair & Faults' link and a 'Raise or Track a fault' button.
- Actions required:** A blue sidebar listing two references: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. It includes a 'View all' link and a pagination indicator '1-2 of 21195'.
- Important updates:** A section with a warning icon and text: 'Planned Engineering Works You have 392 Planned Engineering Works that affect your services'. Below it, there is a 'Major Service Outages (MSO)' section.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, and eCo Repair.
- Inventory:** A section with an 'Inventory' icon and a 'Place a new order' button.

# Accessing the journey

## Step 2: Accessing the journey

Click on 'Raise or Track a fault'

The screenshot shows the 'Business zone overview' dashboard with the following components:

- Navigation:** Overview (selected), My orders, Repairs and Faults, Inventory & Reports, Billing, My apps, My briefings.
- Search:** 'Enter the reference number' search bar with a magnifying glass icon and a 'Help' icon.
- Order status:** A list of order statuses: Saved (1), Pending (38), Cancelled (5864), In Progress (1612), Completed (35780). Includes a 'Go to Orders' link and a 'Place a new order' button.
- Fault status:** A list of fault statuses: In Progress (3742), Closed (393). Includes a 'Go to Repair & Faults' link and a highlighted 'Raise or Track a fault' button.
- Actions required:** A blue panel with two entries: 'Reference 1-16441882835 Customer to Accept/Reject SHO' and 'Reference 1-16861878396 Customer to Accept/Reject CPD'. Includes a 'View all' link and a '1-2 of 21195' indicator.
- Important updates:** A section with a warning icon and text: 'Planned Engineering Works You have 392 Planned Engineering Works that affect your services'. Below it, 'Major Service Outages (MSO)' is partially visible.
- Frequent tasks:** A list of tasks with icons: Broadband briefings, Broadband One fault KBD diagnostics, Business Portal, Create a new Ethernet quote, eCo Repair.
- Inventory:** A section with a gear icon and 'Account: Select' dropdown.



# Raising a Fault

## Step 3: Raising a Fault

Select 'Raise a fault'.

Enter the Service ID you want to report a fault against.

Click 'Go'

Overview | My orders | Repairs and Faults | Inventory & Reports | Billing | My apps | My briefings | Administration

## Fault Homepage

Quick start

Please select what you'd like to do, enter your Service Id, Directory number or Fault reference, then click 'Go'.

I want to:

# Raising a Fault

## Step 3: Raising a Fault

After choosing to raise a fault you are asked to confirm type of fault you wish to report. Only option available is 'KBD Fault' as default.

Select 'KBD Fault'

After choosing KBD fault, you are asked to confirm if KBD has been run in the last 2 hours. This should have been done prior to raising a fault.

Select 'Yes'

After choosing Yes you are asked to confirm if KBD has indicated that CCSFI is applicable and if you like to take this option. There will be a information box in next release to show the list of KBD codes that are CCSFI enabled which will help you make this decision.

Select 'No' as were raising a Non CCSFI Fault.

### WBC End User Access (EUA) (FTTP)

#### Asset details

Service Id	BBEU40170695
Account name	WBCTRIAL 1
Billing account	5002639427
Directory number	ONT0036647763

Date Installed	24/05/2021 10:49:40
Address	Brown 29 Bt Test Facility Strand  Swansea SA1 4ZB

Below you will find fault questions which will help to analyse the issue(s) you are experiencing on your service, please ensure all mandatory (marked \*) fault questions are answered.

Please select the type of fault you wish to report.\*

Please confirm that the selected circuit has been diagnosed with KBD in last 2 hours.\*

If KBD has indicated that CCSFI is applicable, would you like to take that option?\*

# Raising a Fault

## Step 4: Additional Information

- Insert date and time the service was last operating correctly.
- Select 'No' for IPV6 question
- Enter your Technical helpdesk contact number
- Enter the availability of the technical helpdesk
- Enter your Customers full name
- Enter you Customers contact number
- Enter the Availability of your customer
- Select either 'Yes' or 'No' as this will allow you to add additional contact details

When was the End User last aware that the service was operating correctly.  
If you are unaware of the date and time, Please continue to the next question.

Do you suspect this fault to be related to a PTA provided IPV6 facility?

Can this circuit be taken out of service for intrusive testing?\*

Please enter a contact number for the Technical Assistance Service Desk of the Communication Provider.\*

100 characters left

Please enter contact availability times for the technical service desk of the Communication Provider.\*

255 characters left

Please enter the End User Primary Contact's Name.\*

100 characters left

Please enter the End User's Primary contact Telephone Number\*

50 characters left

# Raising a Fault

## Step 4: Additional Information

- Enter any additional contact information you may want provide.
- Enter any information you would like to give to BT Wholesale that might help resolve the fault quicker.  
For example What is the End User Issue, any useful diagnostics information or what you want engineer to achieve during the visit? E.g. check internal wiring and correct.  
Please note – What you enter in this field will be made visible to Openreach, however if you edit this later in the fault cycle, the update wont be passed on.
- Enter the Contact Name and Number of whom will be available to receive a call from Engineer.
- Enter any known Hazards for example 'beware of dog'
- Select 'Next'

Please enter any additional contact information.

 100 characters left

Please give any supplementary information which might assist in resolving this fault.

 2000 characters left

Please enter Access arrangement details.

 100 characters left

Are there any new Site Hazards that our Engineers should be made aware of?

 100 characters left

 Please click Next to complete your Fault Report or click Cancel to exit.

Cancel

Save progress **Next**


# Raising a Fault

## Step 5: Contact Information

- You will be given the opportunity to add additional contacts to whom you want to receive updates on this fault
- You can also edit the existing contacts if its incorrect.

Contacts

Who should be informed of any updates to your fault?

Contact	First Name	Last Name	Email address	Preferred contact number	Other contact number	Edit	Remove
Primary							

< 1 - 1 of 1 >

Contacts will be updated by this method.

Update method

Online tracking

Update frequency

# Raising a Fault

## Step 6: Submitting the Fault

- Enter your Reference Number
- Enter the description of the fault the customer is experiencing. For example What is the End User Issue, any useful diagnostics information or what you want engineer to achieve during the visit? E.g. check internal wiring and correct.
- Tick the check box once you agree with the statement about charges
- Click 'Place Fault'

Contacts will be updated by this method.

### Update method

Online tracking

### Update frequency

Only web notification

Give your fault a unique reference to help you find it later.

Your fault reference

JOE BLOGGS

Your fault description\*

No Sync and Connectivity

24/255 chars

agree to pay the engineering timescale charges if the fault is disputed and found not to be with a BT service or equipment.\*

\*Required fields

Cancel

Place fault

# Raising a Fault

## Step 7: Confirmation

- Confirmation that your fault has been received and details of the BT Wholesale Fault Reference number.
- When checking on your fault progression, you can use this reference or the circuit ID.

## Track fault

### Your fault has been submitted.

Your fault has been received. You will need the BT reference or your reference below to track your fault online.

BT fault reference: [5-869438445690](#)

Your fault reference: JOE BLOGGS

#### What's next

- You will receive an email (if applicable) to the primary email address associated to the fault.
- You'll receive further updates on the fault resolution.
- You can track the progress of your fault via the BT Fault reference hyperlink or via the Fault homepage.

[Fault homepage](#)

